

Michael Pietsch

1:30 Mon

11 AM Tues.

From: E-II W. Long [elong@firstam.com]
Sent: Friday, April 09, 1999 3:12 PM
To: Mike Pietsch (E-mail)
Cc: Fran LaMadrid (E-mail)
Subject: FW: Hawaii Images



mail200409.doc

Mike,

Here is a heads up on some questions that Smart Title Solutions would like answered as we move ahead on our discussions. We would like to setup a conference call with you early next week if possible. I'll gone from 4/13 @ 12:00pm but Fran will be available. Let me know what works for you. Thanks
E-II

-----Original Message-----

From: Jerry Sjodahl [SMTP:jsjodahl@smartitle.com]
Sent: Friday, April 09, 1999 1:51 PM
To: elong@firstam.com
Cc: mhenney@smartitle.com
Subject: Hawaii Images

Experian
credit docs &
tax maps

EII -

Mike and I put together a list of questions (attached to this email) for a conference call next week on either Monday or Tuesday. Mike asked that you leave him a voice message letting him know what time you would want to have the conference call. Mike can not be available on Monday from 10-2 California time.

Talk to you soon,

Jerry

400175

April 9, 1999

Imaging issues for Hawaii:

Does TG have the capability to support requests for more than 50,000 documents each month?

If that capacity is not there today, how soon can it be able to support that level of activity?

Is there a limitation on the number of remote sites that can be supported? We anticipate having approximately 8 local sites plus remote sites on the other islands as a distinct possibility. *NO - web based*

How are the images stored? Are they in a standard TIFF format or in some other proprietary format? *yes* Is the desktop retrieval software windows compatible? *Browser*

Is TG interested in connecting to the STS hub? This would provide a single connection and the capability to deliver images with our data over one network. *Frame Relay*

STS is planning to offer a service that integrates the title plant with images and would want to be able to have our customers tag documents from an STS workstation. Would this be available?

4 Are there any other images available, such as: assessor maps, TCT's, file plans. If not, is there any consideration to creating them. Would they be made available and at what cost?

[What is the current response time and is there any guaranteed performance based on average time, minimum time, or maximum time?

What hours are the images available? *24 hrs*

What has been the downtime experience to date? When there is a disruption in service, what is the timeframe for recovery? *Q - spans - none (almost)*

Are images scanned from paper? *yes - Dec* What measures are taken to ensure good quality images? Would the Joint Plant members have access to updates at the same time as TG? *yes - Scanning Staff*

④ { If we agree on a contract acceptable to the Joint Plant, how early could you provide service? What would the cost be? What would the term of the agreement be?

④ { Would TG be willing to provide ownership to a copy of the images either in the backfile or the go forward? This could possibly be structured at the end of the term.

Would there be any type of restrictions on individual companies after retrieval of the images? *Contract*

Would TG envision a contract with HCTP, individual companies or STS? *Vendor only*
Talk to E-II

who

400176

Would there be a fixed fee per document? Would this remain stable throughout the agreement term or is there an escalator clause?

Are there any other fees associated with software, sharing scanning cost, etc.?

File's lag out for key punch

400177

Memorandum Bureau

2/24/99

Met with the Bureau of Conveyance - Mason, Carl, Tim John
Cynthia, MP

We talked about the RFP & that imaging would be separated
out. We also discussed how we should partnership up on
imaging for the future. - Also discussed CID's, cost of the
system & etc - Will meet again in 2 wks - Carl
will set up

Mason - mentioned we should partnership up with
one of the Local bidders

2/25 - Spoke with Tim John's - asked how I felt about
the meeting

Tim Johns: Ph 587-0401

400178